

# **CUSTOMER RELATIONS SPECIALIST**

## Purpose:

To actively support and uphold the City's stated mission and values. To serve as the city's central contact responsible for receiving and processing all incoming calls, emails, internet and mobile application requests for service and/or information; to develop and maintain accurate Tempe 311 content in an automated system in order to deliver comprehensive customer support.

## **Supervision Received and Exercised:**

Receives general supervision from Customer Relations Supervisor and management staff.

### **Distinguishing Characteristics:**

This position requires excellent communication skill including the ability to communicate with the public in a polite, efficient manner and using proper grammar; and the ability to speak in a friendly and clear voice and actively listen to and quickly and accurately understand a caller's needs.

#### **Essentials Functions:**

Duties may include, but are not limited to, the following:

- Perform a wide variety of complex customer service work involving specific requests for information, problem analysis and complaint resolution in an efficient, polite and timely manner.
- Use multiple computer systems to research inquiries and manage requests for service across multiple departments, including but not limited to: Active Citizen Request (ACR), Cisco, GIS & ArcReader, Permits Plus, Hansen, Microsoft Outlook, Word, Publisher Excel, Sharepoint, and a variety of search engines.
- Receive and answer complex questions from customers using information within the Citizen Relationship Management Software (either in the script or using the related information in the knowledgebase) providing routine and general information on city ordinances, polices and operating procedures relevant to various city work areas.

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#### CITY OF TEMPE

Customer Relations Specialist (continued)

- Efficiently manage service requests received from multiple sources including phone, email, internet, mobile citizen application and TTY machine for various city departments by accurately entering information in ACR.
- Ensure timely resolution of resident concerns by following up with other departments on requests.
- Recognize and transfer questions / issues beyond the scope of provided information in computer systems or those issues requiring escalation.
- Handle all interactions, regardless of the caller's attitude or conduct, with superior customer service, by maintaining a positive, polite and professional demeanor.
- Maintain a working knowledge of all city departments and executive personnel, and general understanding of applicable laws, ordinances, codes, regulations, policies, procedures, and processes.
- Research, update, and maintain accurate departmental information in ACM (knowledgebase) and Tempe 311 web content.
- Participate in the accomplishment of organizational, departmental and workgroup goals and objective.
- Participate in the implementation of new or updated integration solutions.
- Handle multiple projects simultaneously and use sound judgment in prioritizing work assignments.
- Research, analyze, compile and prepare statistical reports.
- Train or cross-train current and new staff on assigned tasks.
- Perform related duties as assigned.

#### **Minimum Qualifications:**

#### **Experience:**

Two years of customer service experience preferably in a public sector and/or call center setting.

#### **Education:**

Equivalent to completion of the twelfth grade. Specialized training in word processing, Cisco services, CRM systems, and / or Bilingual (Spanish / English) skills preferred.

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# CITY OF TEMPE Customer Relations Specialist (continued)

# **License/Certifications:**

None

# **Examples of Physical and/or Mental Activities:**

(Pending)

# Competencies:

(Pending)

Job Code: 492

Status: Non Exempt / Classified

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